



August 30, 2007

VIA Overnight Mail and Facsimile (603.271.2110)

Lauren J. Noether
Bureau Chief
Consumer Protection and Antitrust
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Ms. Noether:

We are writing to notify you that we were recently informed by our service provider, McKesson Specialty Arizona Inc. ("McKesson Specialty"), that two computers were taken from McKesson Specialty's Scottsdale, Arizona office on July 18, 2007. As we understand, McKesson Specialty has informed your office of this incident.

As background, McKesson Specialty administers various Patient Assistance Programs (PAPs) for AstraZeneca and other drug manufacturers. In that capacity, McKesson Specialty collected personal information from enrollees in the AZ&Me Prescription Savings Program for People in Part D ("AZ&Me PAP"). This personal information included name, address, date of birth, Social Security Numbers, and prescription-related information.

According to McKesson Specialty, information about 29 residents of New Hampshire who enrolled in AZ&Me PAP may have been on the stolen computers. We understand that McKesson Specialty has been in touch with law enforcement officials regarding the theft of the computers and does not have any evidence of any misuse of patient data or, for that matter, that the incident at issue was anything other than common theft of the personal computers. Nevertheless, AstraZeneca and McKesson Specialty mailed written notices on August 31, 2007 to individuals whose information was suspected to be stored on the computers. Copies of the notices that were provided to individuals are enclosed for your reference.

AstraZeneca is a conscientious company that takes its responsibility to protect and preserve consumer information very seriously. It carefully selects and screens its service providers and has received assurances from McKesson Specialty that it has taken steps to ensure this situation does not happen again.

We hope that this letter and its enclosures provide you with all the information you need. Please let us know if you have further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Karissa A. Laur", written over the word "Sincerely,".

Karissa A. Laur
Director, Patient Assistance Programs

Enclosures (2)

AstraZeneca LP
1800 Concord Pike PO Box 15437 Wilmington DE 19850-5437

Tel 302 886 3000
www.astrazeneca-us.com

[Date]

[Name]

[Address]

Re: Possible Loss of Information Provided for AZ Medicine & Me for people in Part D program

Dear _____:

AstraZeneca was recently informed by its service provider, McKesson Specialty Arizona Inc. (McKesson Specialty), that two computers were taken from McKesson Specialty's offices in Scottsdale, Arizona. Unfortunately, personal information that McKesson Specialty receives in connection with its administration of various Patient Assistance Programs (PAPs) for AstraZeneca and for other drug manufacturers, may have been on the stolen computers. This information may have potentially included personal information that you provided to McKesson Specialty when enrolling in the AstraZeneca AZ Medicine & Me for people in Medicare Part D program ("Medicine&Me PAP"), including your name, address, date of birth, Social Security Number, and prescription-related information, such as the prescription name, the name of the prescriber, the dosage/supply, and the pharmacy that filled the prescription.

We understand that McKesson Specialty has been in touch with law enforcement officials regarding the theft of the computers and does not have any evidence of any misuse of patient data or, for that matter, that the incident at issue was anything other than common theft of the personal computers. Nevertheless, we think it important to advise you of this incident. To that end, we are attaching a letter from McKesson Specialty that explains in detail exactly what occurred, what McKesson Specialty has done to investigate the matter, and what further steps you can take to protect yourself. In addition, we note that McKesson Specialty has established a toll-free number (1-866-554-6366) that you may call during the hours of 10 a.m. and 7 p.m. Eastern Standard Time, Monday through Friday, if you have any questions.

Nothing is more important to us than protecting the privacy and security of the personal information we receive from patients in our programs, and AstraZeneca goes to great lengths to evaluate our service providers to ensure that they can satisfy our standards. We sincerely regret that this incident occurred, and we have received assurance from McKesson Specialty that it is taking appropriate steps to prevent future incidents and to ensure the security of personal information received in connection with the administration of the Medicine&Me PAP. Please do not hesitate to contact the number above (also listed in the attached letter from McKesson Specialty) should you have any questions.

Sincerely,

The AZ Medicine & Me for people in Medicare Part D program

Karissa Laur
Director, AstraZeneca Patient Assistance Programs

[Date]

[Name]

[Address]

Re: Important Information for Participants in Patient Assistance Programs - Possible Loss of Information

Dear _____:

McKesson Specialty Arizona Inc. (McKesson Specialty) is writing to advise you that we were recently victimized by a computer theft that may have affected a Patient Assistance Program in which you participate. Specifically, two computers were taken from employees' offices in our Scottsdale, Arizona office.

For your background, McKesson Specialty assists with the enrollment process for individuals who wish to enroll in various drug manufacturers' Patient Assistance Programs (PAPs). One of those PAPs is the AstraZeneca AZ Medicine & Me for people in Medicare Part D ("Medicine&Me PAP"), in which you are enrolled or have been in the process of enrolling. As part of the enrollment process, McKesson Specialty receives information regarding patients who are enrolling in the PAP. This patient information, which is necessary for us to assist in the enrollment process, may include name, address, date of birth, Social Security Number, and prescription-related information, such as the prescription name, who prescribed it, the dosage/supply, and the pharmacy that fills it.

As a result of our internal investigation, McKesson Specialty has reason to believe that information provided to us through various PAPs may have been on the computers stolen from our offices. This may have included information in each of the above categories that you provided to us through the AZ Medicine&Me PAP. Importantly, however, we do not have any evidence of any misuse of our patient data or, for that matter, that the incident at issue was anything other than common theft of the personal computers (and not focused on the data thereon). Nevertheless, as a precaution, we are working with our PAP partners, including in your case AstraZeneca, to notify every patient whose information might have been on the computers.

As you would expect, as soon as we became aware of the theft, we took immediate steps to investigate the incident and to determine the scope of information maintained on the computers. In particular, we immediately contacted law enforcement officials and launched an internal investigation. We have continued to work closely with law enforcement on the investigation and we intend to pursue this matter vigorously.

Although we are not aware of any instance of identity theft as a result of this incident, it may still be prudent to take precautions. Accordingly, to assist you in this process and further protect you, you should be advised of the following information:

- ***What should I do upon receiving this letter?*** As a first step, we strongly recommend that you closely monitor your financial accounts and, if you notice any unauthorized activity, promptly contact your financial institution.
- ***How do I learn more about this matter and what you may need to do?*** McKesson Specialty has established a toll-free number (1-866-554-6366) that you may call during the hours of 10 a.m. and 7 p.m., Monday through Friday, if you have any questions and to obtain additional assistance.
- ***What other precautions could you take?*** There are a range of additional steps that, at your discretion, you may take if you have concerns about this incident and/or any risk of financial or other fraud to you. These include:
 - ❖ ***Placing a Fraud Alert on Your File.*** McKesson has contacted the three major U.S. credit bureaus to inform them of this incident. Upon receiving a request from you, the agencies will place a "fraud alert" on your file, which alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Although this can make it more difficult for someone to get credit in your name, note that it also may delay your ability to obtain credit because it tells creditors to follow certain procedures to protect you. There is no charge for you to place a fraud alert on your credit file. Should you wish to place a fraud alert, contact any one of the following bureaus:

Agency	General Toll-Free	TTY	Website
Experian	888-397-3742	(800) 735-2989	www.experian.com
Equifax	(888) 766-0008	(866) 478-0030	www.equifax.com
TransUnion	800-680-7289	(877) 533-7803	www.transunion.com

- ❖ Obtaining a Free Credit Report. You are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free 877-322-8228.
- ❖ Placing a Security Freeze on Your Credit File. Depending on the state that you live in, you may be eligible to place a security freeze on your consumer credit file with each of the three national credit bureaus. A security freeze, which is different from a fraud alert, prohibits credit agencies from sharing your credit file with any potential creditors without your consent. Once your files are frozen, even someone who has your personal information should not be able to obtain credit in your name. More information about security freezes is available through the websites of the three national credit reporting agencies — Equifax, Experian, and TransUnion (website addresses are noted above).
- *Are there other general information resources that I can reference?* For more information on how to protect yourself against identity theft or fraud, you may visit the website of the Federal Trade Commission at www.consumer.gov/idtheft/.

McKesson Specialty is a conscientious company that takes security issues very seriously. We deeply regret that this incident occurred and apologize for any inconvenience or concern this has caused. We want you to know that McKesson has taken steps to prevent incidents like this from happening again, including increasing our employee's awareness and training on security policies and procedures, policies for handling patient data, and laptop security procedures.

Sincerely yours,

Patrick Blake
President, McKesson Specialty